



# BMC Certified Associate: Helix ITSM – Smart IT 19.x Online Exam

## Certification Brief

### CERTIFICATION NAME

- › BMC Certified Associate: Helix ITSM – Smart IT 19.x Online Exam

### CERTIFICATION Exam CODE

- › SPPT-CERT-SMT1902-CA

### APPLICABLE VERSIONS

- › BMC Helix ITSM – Smart IT (Remedy with Smart IT) 2.0, 18.05, 18.08, and 19.02

### REQUIRED PREREQUISITES

- › None

### TARGET AUDIENCE

- › Administrators

### EXAM DURATION

- › 2 Hours

## PURPOSE OF EXAM

Remedy with Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile service desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles.

Companies deploying and using Remedy with Smart IT realize full value only when their solution is effectively implemented and administrated.

The **BMC Certified Associate: Helix ITSM – Smart IT 19.x Online Exam**

Certification Exam will validate the technical competencies needed to successfully configure and administer out-of-the-box (OOTB) baseline functionality for Remedy with Smart IT.

## Skills Tested

Participants will be tested on their knowledge of the following:

- » Describe Remedy with Smart IT architecture
- » Configure Screens
- » Set configuration parameters
- » Administer Remedy with Smart IT
- » Configure provider actions and add custom fields
- » Validate the Row-level-Security (RLS) feature
- » Validate and verify hierarchical group access
- » Rebrand Remdy with Smart IT
- » Perform general troubleshooting tasks for Remedy with Smart IT
- » List general recommendations for performance tuning

For detailed information around these topics, refer to the course abstract(s) for the recommended course(s).

## Recommended BMC Software Courses to Prepare for the Certification

The following course offered by BMC Education Services prepares the participants to take the Certified Associate exam and also improve their knowledge and skill level to help build proficiency with the solution:

- » *BMC Helix ITSM – Smart IT 19.x: Fundamentals Administering*



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### EXAM REGISTRATION

Choose from the following options to register for a BMC Education Services Exam:

- › Register online for BMC Software courses at: [www.bmc.com/education](http://www.bmc.com/education)
- › Contact your [BMC Education Advisor](#) for help with registration

### RETAKE POLICY

- › Participants who fail the Certification exam may register and pay for an exam then make another attempt after waiting one week
- › Participants are limited to 4 attempts per year

## Getting Started

**Step 1.** Take the recommended courses for the Certified Associate learning path. The last course in the learning path includes one certification exam attempt without further charges. There will be 50% discount on additional attempts of this exam.

OR

If you haven't taken the recommended courses, purchase the required exam (attempts).

**Step 2.** Study and prepare for the exam. BMC recommends 6 weeks and also a minimum of [3] months experience with the product before taking the exam.

**Step 3.** [If Professional or Expert] Register for an exam date as indicated in the confirmation email.

**Step 4.** Take and pass the exam.

**Step 5.** If you have failed the exam, purchase another exam attempt and start at step 2.

## Examination Details

- » Exam is an online exam.
- » Further details and terms and conditions are available in the [BMC Certifications Program Guide](#) and [BMC Education Certification Policy](#).

## Additional Recommended Resources to Study

- » Remedy with Smart IT 19.02 Product Documentation
- » Remedy with Smart IT Communities

## Recommended Experience

Minimum 3 months experience deploying, configuring, or administering Remedy with Smart IT



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### Certification Process

